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Human Services

ILLINOIS DOCUMENTS

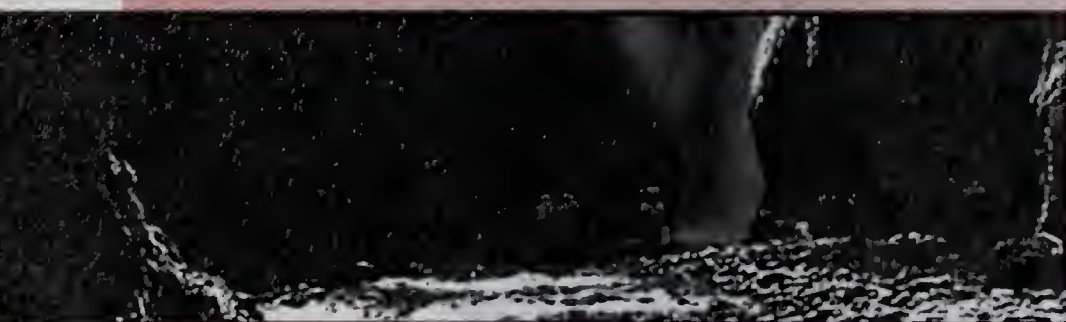
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ILLINOIS STATE POLICE

George H. Ryan, Governor
Sam W. Nolen, Director
Douglas W. Brown, First Deputy Director



DIVERSITY RESOURCE BUREAU



Human Services Programs

Employee Assistance Program (EAP): Provides guidance in obtaining professional counseling services concerning personal or job-related problems. This program also provides financial support as an employee obtains counseling.

Medical Response System (MRS): In a medical emergency, the MRS monitors the quality and appropriateness of the care and treatment being rendered to our personnel or their families. This system also provides access to second medical opinions, referrals and serves as a source for medical information.

Peer Support Program: This program provides resources and confidential assistance to ISP employees and their families. A support network of peers is available to assist employees experiencing personal or professional problems. The names of peer support advisors are listed in the departmental telephone directory.

ILLINOIS STATE LIBRARY



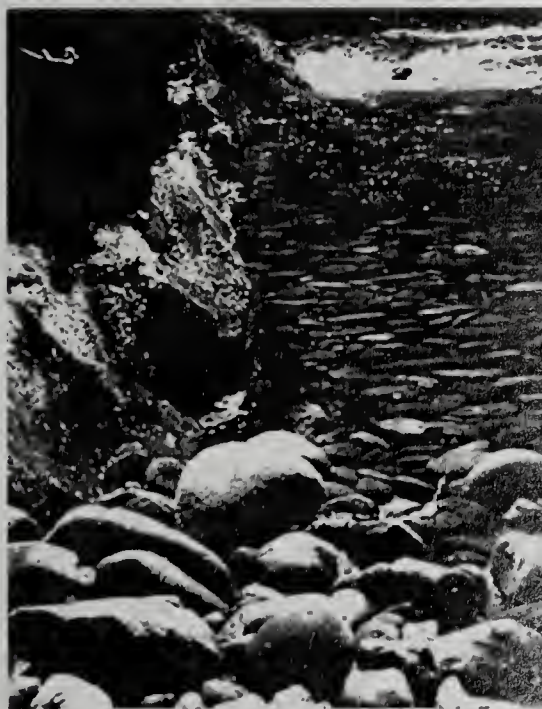
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Stress Management Training: Most of us would agree stress exists and is alive and well in many aspects of our lives. In an effort to equip personnel with the necessary tools to reduce the damaging effects of stress, Human Services is offering stress management training to all employees. Classes will provide general stress information, identify stressors specific to law enforcement, and strategies to help reduce unnecessary stress in our lives. Good stress management skills can help individuals maintain control over their emotions and behaviors while reducing the risks of debilitating anxiety and depression. Ultimately, our goal is to promote a healthier and happier workforce.

Volunteer Chaplain Program: Clergy of various faiths volunteer their time and talents to help the department, its employees and their families with confidential, supportive and religious needs. The names and telephone numbers of our chaplains are listed in the telephone directory.

Critical Incident Stress Management: This program is designed to minimize the damaging effects caused by a stressful event or a critical incident. Information is provided to assist personnel in coping effectively with reactions to these events.

C a r e e r Enhancement Program (CEP): The Illinois State Police is constantly striving to prepare our employees to handle difficult situations in their lives. The Career Enhancement Program is a one-week interactive class designed specifically to meet the



needs of the law enforcement employee. For example, the effects of stress and burnout can alter our ability to communicate effectively with the public and our fellow workers. The goal of the Career Enhancement Program is to emphasize and promote good communication skills among personnel. Other topics presented during the class include stress management, anger management, reflective listening and techniques for self-exploration. The Human Services staff is also available to participants as a resource during the class or in the future.

Wellness Program: Wellness is a concept that encompasses physical health, mental stability, and spiritual awareness. Health is our most precious possession; and we all have the power to maintain our health and longevity through nutrition, exercise, good health care, a positive attitude and most importantly, knowledge. Human Services is committed to providing ISP employees and their families with the knowledge to help them obtain the highest quality of life. We can help define your personal wellness goals then support your process of obtaining lifelong results.



C e r e m o n i a l Protocol: This program provides the procedures which ensure ceremonial uniformity at department funerals/ceremonies and provides appropriate support to those involved.

Employee Awareness Programs and Resources: A presentation of all Human Services' programs are available upon request. A resource library containing books, videos, and audio-cassettes on depression, grief, adolescents, divorce, and other related topics are also available to all ISP personnel. These items may be checked-out for your use by contacting our office.

In summary, it is our responsibility to provide a helping network within the Illinois State Police and ensure accessible and confidential services. Please contact our office for further information concerning these programs.

**Diversity Resource Bureau
Human Services**

3001 Montvale Drive,
Suite A
Springfield, Illinois 62704

(217) 557-1670
or
(800) 237-7987,
(800) 255-3323 (TDD)

*To the Employees of
Illinois State Police and
Their Families*

The Illinois State Police is concerned about the welfare of employees and their families. In today's society there are



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pressures and issues both men and women face on a daily basis. Issues such as the break up of marriages, parent-child conflicts, problems with interpersonal relationships, finances, work, eating disorders and substance abuse are some of the life situations that create worry, anxiety, stress and depression.

It is important for you to realize Human Services is committed to providing assistance to those in need.

Ensuring confidentiality and trust as we provide professional physical and mental services to departmental employees is part of our mission. We hope, when faced with a difficult problem, you will utilize the services and assistance offered by Human Services to find a resolution or alternative to your current situation.



Human Services provides access to all programs on a 24-hour, seven days a week basis. Services are available to dependent family members, since problems of a spouse or dependent can affect an individual's work performance. Human Services encourages supervisors to refer employees to secure adequate professional treatment, counseling or other services necessary to resolve their issues.